

Individual Life by Complaint Ratio

| 2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Life | Complaints | Individual Life Policies in Force as of 12/31/2010 | 2010 Individual Life Complaint Ratio per 10,000 policies in force | Major Reasons Complaints were filed with the Illinois Department of Insurance | | | |
|---|------------|--|---|---|-------------------|--------|----------------|
| | | | | underwriting | marketing - sales | claims | policy service |
| Country Life Insurance Company | 5 | 419,882 | 0.12 | 1 | 0 | 3 | 1 |
| State Farm Life Insurance Company | 7 | 444,294 | 0.16 | 3 | 0 | 3 | 1 |
| Northwestern Mutual Life Insurance Co | 7 | 409,827 | 0.17 | 3 | 0 | 3 | 1 |
| Prudential Insurance Company of America | 22 | 566,997 | 0.39 | 4 | 2 | 7 | 9 |
| John Hancock Life Insurance Company U.S.A. | 6 | 117,576 | 0.51 | 0 | 1 | 0 | 5 |
| New York Life Insurance Company | 7 | 136,571 | 0.51 | 0 | 1 | 3 | 3 |
| Metropolitan Life Insurance Company | 27 | 496,229 | 0.54 | 2 | 2 | 8 | 15 |
| Farmers New World Life Insurance Company | 5 | 72,807 | 0.69 | 2 | 1 | 1 | 1 |
| Western & Southern Life Insurance Company | 9 | 113,935 | 0.79 | 1 | 1 | 4 | 3 |
| Transamerica Life Insurance Company | 10 | 117,483 | 0.85 | 2 | 0 | 5 | 3 |
| American General Life Insurance Company | 14 | 129,837 | 1.08 | 3 | 0 | 7 | 4 |
| Allstate Life Insurance Company | 9 | 77,020 | 1.17 | 3 | 1 | 2 | 3 |
| Primerica Life Insurance Company | 10 | 83,593 | 1.20 | 2 | 0 | 5 | 3 |
| United Insurance Company Of America | 27 | 181,258 | 1.49 | 2 | 1 | 11 | 13 |
| Protective Life Insurance Company | 15 | 98,506 | 1.52 | 5 | 1 | 3 | 6 |

Individual Life by Complaint Ratio

| 2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Life | Complaints | Individual Life Policies in Force as of 12/31/2010 | 2010 Individual Life Complaint Ratio per 10,000 policies in force | Major Reasons Complaints were filed with the Illinois Department of Insurance | | | |
|--|-------------------|---|--|--|---|----|----|
| Combined Insurance Company Of America | 6 | 33,038 | 1.82 | 0 | 2 | 0 | 4 |
| Monumental Life Insurance Company | 40 | 203,175 | 1.97 | 3 | 0 | 16 | 21 |
| Lincoln National Life Insurance Company | 11 | 53,887 | 2.04 | 0 | 0 | 3 | 8 |
| American General Life & Accident Insurance Company | 20 | 90,043 | 2.22 | 0 | 0 | 11 | 9 |
| Jackson National Life Insurance Company | 9 | 39,108 | 2.30 | 1 | 0 | 6 | 2 |
| Metropolitan Tower Life Insurance Co | 7 | 27,798 | 2.52 | 2 | 0 | 5 | 0 |
| Globe Life & Accident Insurance Company | 42 | 164,897 | 2.55 | 7 | 0 | 19 | 16 |
| Midland National Life Insurance Company | 5 | 19,191 | 2.61 | 1 | 1 | 3 | 0 |
| Atlanta Life Insurance Company | 13 | 47,755 | 2.72 | 1 | 0 | 3 | 9 |
| Reassure America Life Insurance Company | 17 | 54,480 | 3.12 | 3 | 1 | 4 | 9 |
| Western Southern Life Assurance Company | 7 | 20,999 | 3.33 | 1 | 2 | 3 | 1 |
| Genworth Life Insurance Company | 5 | 13,351 | 3.75 | 3 | 0 | 1 | 1 |
| Conseco Life Insurance Company | 7 | 12,497 | 5.60 | 1 | 1 | 1 | 4 |
| Assurity Life Insurance Company | 5 | 7,310 | 6.84 | 1 | 0 | 1 | 3 |
| Bankers Life & Casualty Company | 29 | 39,852 | 7.28 | 3 | 1 | 22 | 3 |
| Colonial Penn Life Insurance Company | 8 | 10,066 | 7.95 | 1 | 0 | 5 | 2 |

Individual Life by Complaint Ratio

| 2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Life | Complaints | Individual Life Policies in Force as of 12/31/2010 | 2010 Individual Life Complaint Ratio per 10,000 policies in force | Major Reasons Complaints were filed with the Illinois Department of Insurance | | | |
|---|------------|--|---|---|---|---|---|
| | | | | | | | |
| Washington National Insurance Company | 9 | 10,177 | 8.84 | 3 | 0 | 3 | 3 |
| Fidelity Life Association, A Legal Reserve Life Insurance Company | 6 | 6,557 | 9.15 | 1 | 2 | 1 | 2 |
| Reliable Life Insurance Company | 10 | 4,271 | 23.41 | 0 | 0 | 1 | 9 |